



Why Have a Maintenance Contract?

Benefits of a Contract

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As with any product over time parts become worn and may need replacing. Similar to a car your equipment should be regularly serviced to tighten and recalibrate essential components.

When taking up a contract with Electro Automation we can not only offer you peace of mind that we will attend within your guaranteed response time. All of our work is carried out by one of our directly employed multi skilled engineers, thus ensuring repairs are completed to our high standards.



Your Warranty

All of our equipment comes with one year's warranty that entitles you to free of charge repairs apart from vandalism or accident damage. Equipment failure that requires a callout will be logged on our system and an engineer will attend typically within three "working days". However, you are given the option to upgrade your warranty to guaranteed response from the outset.

Our Health & Safety Policy

It is our recommendation that routine maintenance visits take place throughout its operational life. This is to ensure the product is working correctly and doesn't contravene any health and safety regulations. Electro Automation would undertake the responsibility of maintaining your equipment, thus limiting the chance of a breakdown and ensuring your health and safety is maintained. Without this as the owner of the equipment you may become liable for any accidents that may occur on site.



Response Times

All of our contracts come with a response time to suit your individual requirements dependent on your security needs. Out of hours contracts come with access to our help desk.

Our Range of Contracts

Pre-Contract Maintenance Visit

As part of our health and safety procedures we would insist on a pre contract visit before commencement of your contract, unless proof is supplied showing a maintenance visit has been carried out within the last 6 months. This pre-contract consists of a full maintenance overhaul that shows the work the engineer has carried out with an individual checklist and assessment of each piece of equipment. It also includes a detailed report that will provide you with any recommendations of future work as well as any health and safety issues that need to be rectified before the contract commences.

Warranty Upgrade

This is a popular contract for new clients; it gives you the opportunity to upgrade your standard warranty to incorporate one scheduled maintenance visit 6 months after the commissioning date. It also comes with a range of guaranteed response times. This upgrade entitles you to a discount on your maintenance contract at the end of your warranty period.



Standard Contract

This is an annual contract with a set schedule of maintenance visits complete with response cover. Suitable for customers with budgetary constraints and a need for a quick response.

Fully Comprehensive

This is an all-inclusive annually renewing package ensuring you piece of mind with no unbudgeted expenses. It comes with a range of visits and guaranteed response times designed around your site requirements.

Extended Warranty

This contract can only be issued on our equipment within the first year. We believe in our products and want them to fulfil your expectations, and to reflect this we offer you this exclusive package. It is a 3 or 5 year fixed rate all-inclusive contract with callout, servicing and spares included within the price.

Response Only

A limited contract covering reactive callouts only.

Contract Procedures



From Enquiry to Contract

- When you have read through the maintenance options and have chosen which contract you would like, then please email with enquiry to mc@electroautomation.com or contact our maintenance contract department 01 824 6666.
- Once we have received your enquiry we will provide you with a quotation & contract paperwork. If you are happy to proceed with contract you will be requested to fill in the relevant information and return both copies to us.
- Your agreement will be processed and returned to you within 5 working days*.
- If a pre-contract inspection is required and any works are needed then they must be authorised (in writing) before the contract can commence.
- Your information pack will then be forwarded to you outlining our procedures and all relevant maintenance details and your contract.

* Pre-contract visit can take up to 15 working days

In accordance with Electro Automation's policy of continual development, we reserve the right to make changes, improvements or amendments to any product at any time without prior notice. All items are offered subject to availability.

Electro Automation

Electro Automation Group is widely regarded as Ireland's premier automation specialist. Formed in Dublin in 1984, Electro Automation has since provided an enviable combination of quality equipment supported by exceptional technical after sales and maintenance service.

With branches in Lisburn, UK, Germany and Hungary, the Electro Automation Group has consolidated its core product range and in addition has made strategic decisions to add several specialist manufacturing/niche market companies. We offer a combination of products, sales knowledge, installation and technical support that is unparalleled, and provide a 24 hour 7 day a week maintenance support service.

Our success is based on pride in our technical competence and the practice of our belief that exceeding customer expectations is our key aim.



Electro Automation Product Range

- **Access Control Systems**
- Audio & Video Intercom Systems
- **Automatic Bollards**
- Automatic Number Plate Recognition
- **Automatic Sliding Doors & Screens**
- Car Park Space Counting
- **Car Stacking Systems**
- CCTV
- **Commercial & Domestic Gates**
- Curved Sliding Doors
- **Highway Traffic Classification**
- Intelligent Transportation Systems
- **Pay & Display Car Park Control**
- Pay on Foot Car Parking Systems
- **People Counting**
- Revolving Doors
- **Roadblockers**
- Speedgates
- **Sliding Door Automation**
- Sliding Gate Automation
- **Swing Gate Automation**
- Swing Door Operators
- **Traffic Control Barriers**
- Turnstiles
- **Ventilation & Smoke Operators**
- Under Vehicle Scanning Systems

MAINTENANCE CONTRACTS



QUALITY EQUIPMENT | EXCEPTIONAL SERVICE

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